

Professional and Managerial Branch
Office Machine Operations Group
Information Services Series

USER SUPPORT SPECIALIST

11/98 (SAC)

Summary

Under general supervision, perform basic first-tier user support and associated Information Services activities.

Typical Duties

Provide basic applications support. Involves: communicating with users via telephone, e-mail or in person to determine procedures followed and source of problem; answering routine questions and recommending remedial action on use of assigned personal computer (PC) operating system and generic business productivity applications software; referring more complex problems to other staff or contacting software vendors' technical support directly to resolve specific user problems and needs; maintaining problem/request tracking system by documenting help desk calls; following up on open requests by discussing with Information Services staff; providing status and completion information to manager.

Assist with various other information services activities. Involves: scheduling employees for training classes and verifying attendance; setting up user accounts and shared resource accounts in accordance with established guidelines; installing and maintaining PC software, including on-line CD-ROM libraries, and equipment such as printers and keyboards; maintaining inventory of computer equipment and supplies; entering and retrieving information from computer to process and track purchase requisitions; keeping records of software licenses, warranty periods, maintenance logs, and similar records.

Perform other duties as required. Involves: substituting for coworkers, or supervisor, if assigned to maintain continuity of services during temporary absences.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. and three (3) years progressively responsible clerical experience, including two (2) years entering and retrieving information using a variety of word processing, spreadsheet, and data base PC software applications and six (6) months experience providing customer service via telephone, em-mail or in person; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of modern office practices and procedures. Good knowledge of: business English, punctuation and spelling; general purpose personal computer applications currently used by the City of El Paso. Some knowledge of: operating systems software, computer peripherals, e-mail and Internet use.

Ability to: analyze and solve routine problems with software applications; identify minor PC hardware problems; tactfully and courteously provide information and specific instructions over the telephone; express oneself clearly and concisely both orally and in writing to detail problem descriptions and resolutions, establish and maintain effective working relationship with fellow employees, officials and the general public; gather and organize data; perform arithmetic calculations; maintain activity records and prepare reports.

Skill in: safe operation and care of common office equipment including PCs and peripherals; use of spreadsheet, database, word processing software.

Director of Personnel

Department Head